

Incident Command System EOC Operations

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Visual 1.1

Course Overview: Introduction to ICS
Version 2.0

Incident Command System
Standardized Emergency Management System
National Incident Management System

What Is ICS?

⑩ The Incident Command System:

- Is a standardized, on-scene, all-hazard incident management concept.
- Allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

ICS Benefits



ICS:

- Meets the needs of incidents of any kind or size.
- Allows personnel from a variety of agencies to meld rapidly into a common management structure.
- Provides logistical and administrative support to operational staff.
- Is cost effective by avoiding duplication of efforts.

Standardization: Common Terminology

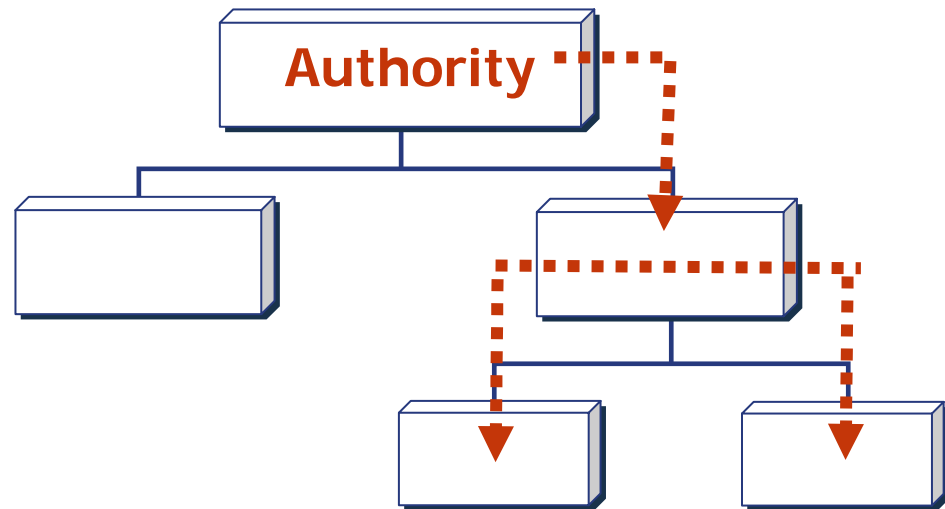
⑩ Using common terminology helps to define:

- Organizational functions.
- Incident facilities.
- Resource descriptions.
- Position titles.



Chain of Command

⑩ Chain of command is an orderly line of authority within the ranks of the incident management organization.



Unity of Command

⑩ Under unity of command, personnel:

- Report to only one supervisor.
- Receive work assignments only from their supervisors.



Don't confuse unity of command
with Unified Command!

Unified Command

Unified Command:

- Enables all responsible agencies to manage an incident together by establishing a common set of incident objectives and strategies.
- Allows Incident Commanders to make joint decisions by establishing a single command structure.
- Maintains unity of command. Each employee only reports to one supervisor.



Management by Objectives

- ICS is managed by objectives.
- Objectives are communicated throughout the entire ICS organization through the incident planning process.



Overall Priorities

⑩ Incident objectives are established based on the following priorities:

⑩#1: Life Safety

⑩#2: Incident Stabilization

⑩#3: Property Preservation



Reliance on an Incident Action Plan

⑩ Every incident must have an Incident Action Plan (IAP) that:

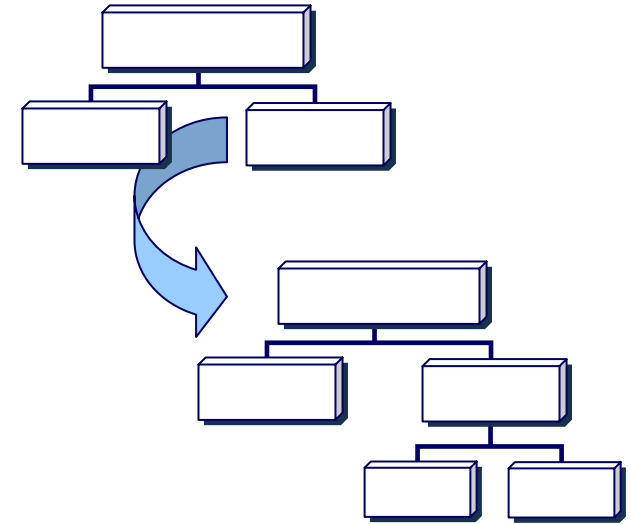
- Specifies the incident objectives.
- States the activities to be completed.
- Covers a specified timeframe, called an operational period.
- May be oral or written—except for hazardous materials incidents, which require a written IAP.



Modular Organization (1 of 2)

Modular organization:

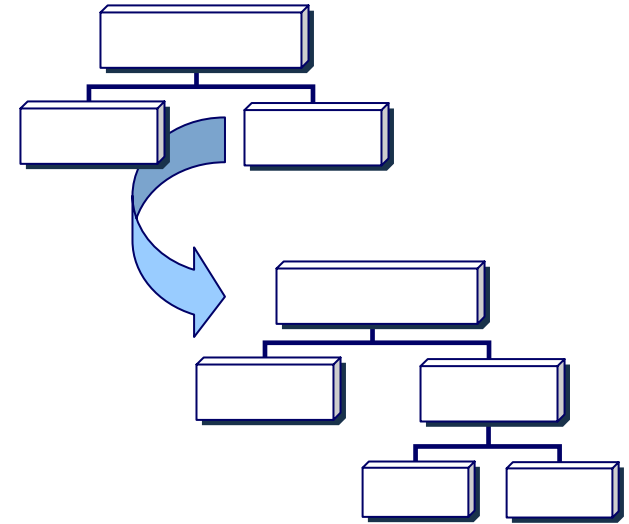
- Develops in a top-down, modular fashion.
- Is based on the size and complexity of the incident.
- Is based on the hazard environment created by the incident.



Modular Organization (2 of 2)

With modular organization:

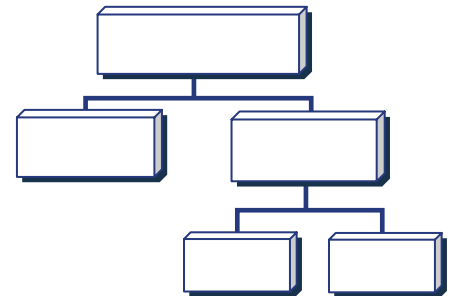
- **Incident objectives determine the organizational size.**
- **Only functions/positions that are necessary will be filled.**
- **Each element must have a person in charge.**



ICS Organization

⑩ In the ICS organization:

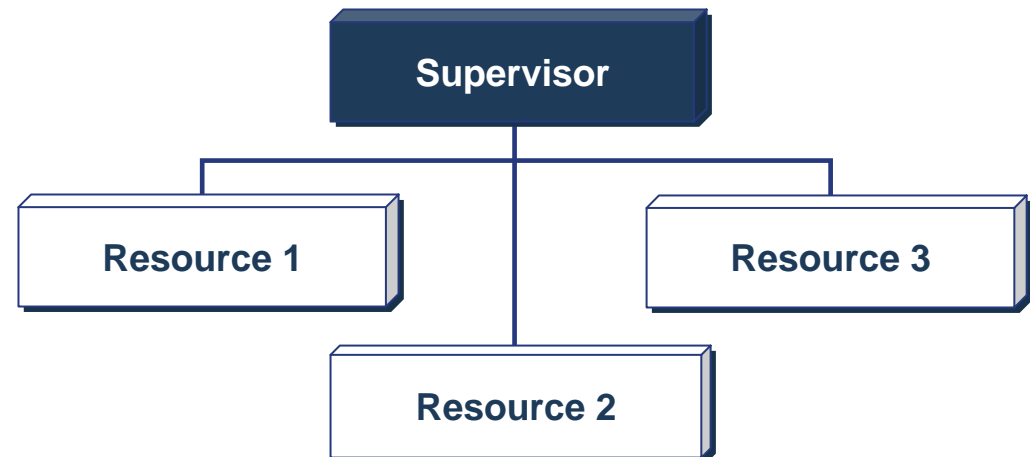
- There is no correlation with the administrative structure of any other agency or jurisdiction. This organization's uniqueness helps to avoid confusion over different position titles and organizational structures.
- Someone who serves as a chief every day may not hold that title when deployed under an ICS structure.



Manageable Span of Control

⑩ Span of control:

- Pertains to the number of individuals or resources that one supervisor can manage effectively during an incident.
- Is key to effective and efficient incident management.



Comprehensive Resource Management

⑩ Resource management includes processes for:

- Categorizing resources.
- Ordering resources.
- Dispatching resources.
- Tracking resources.
- Recovering resources.



⑩ It also includes processes for reimbursement for resources, as appropriate.

Integrated Communications

⑩ Incident communications are facilitated through:

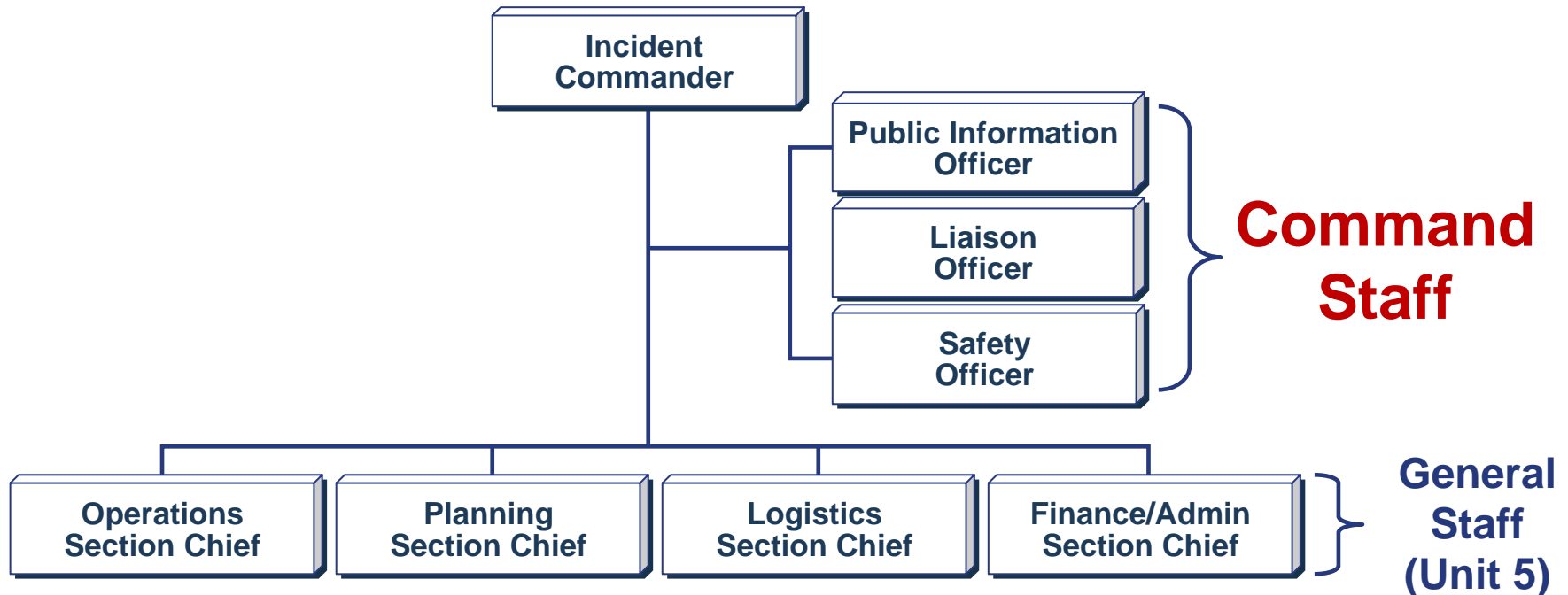
- **The development and use of a common communications plan.**
- **The interoperability of communication equipment, procedures, and systems.**

Before an incident, it is critical to develop an integrated voice and data communications system (equipment, systems, and protocols).



Incident Commander (2 of 2)

- ⑩ The Incident Commander performs all major ICS command and staff responsibilities unless the ICS functions are delegated and assigned.



Incident Commander Role

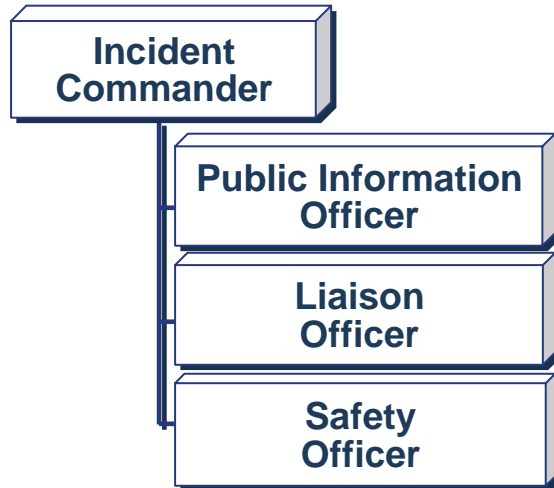
⑩ The Incident Commander:

- Provides overall leadership for incident response.
- Delegates authority to others.
- Takes general direction from agency administrator/official.



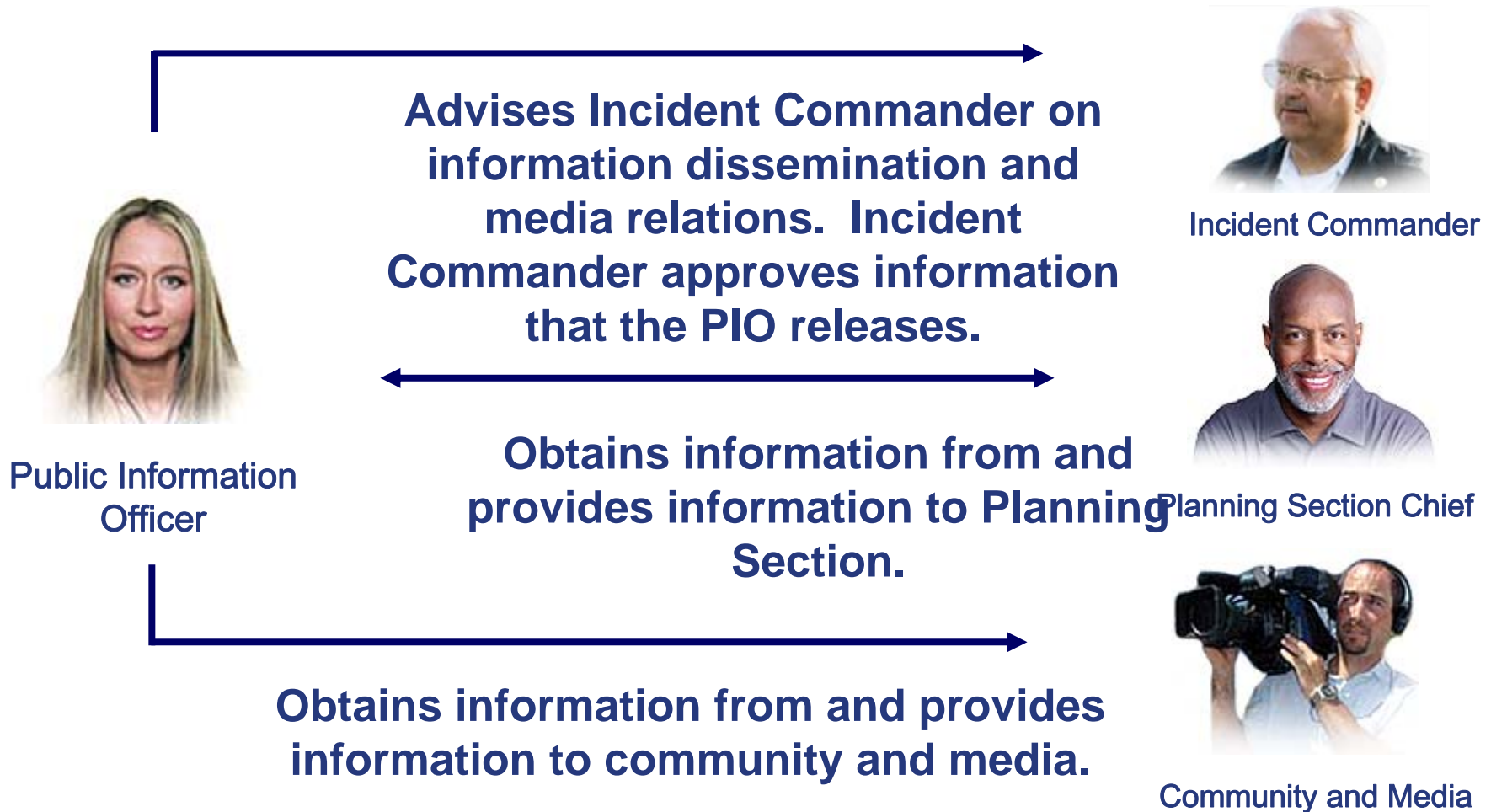
Incident Commander

Command Staff



- ⑩ It may be necessary for the Incident Commander to designate a Command Staff who:
- Provide information, liaison, and safety services for the entire organization.
 - Report directly to the Incident Commander.

Public Information Officer (PIO)



Safety Officer



Safety Officer

Advises Incident Commander on issues regarding incident safety.



Incident Commander

Works with Operations to ensure safety of field personnel.



Operations Section Chief

Ensures safety of all incident personnel.



Incident Resources

Liaison Officer



Liaison Officer

Assists Incident Commander by serving as point of contact for agency representatives who are helping to support the operation.



Incident Commander

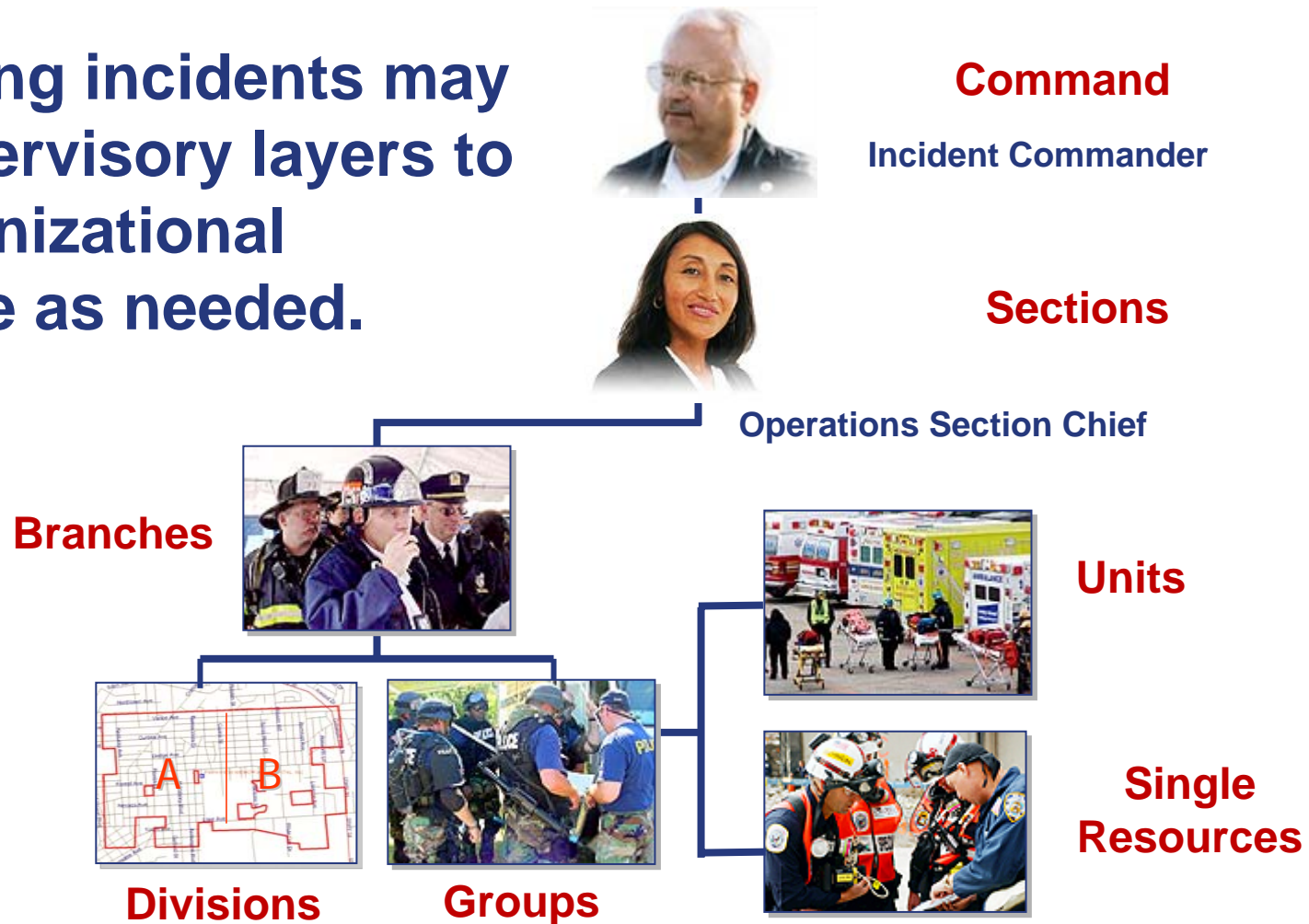


Agency Representative

Provides briefings to and answers questions from supporting agencies.

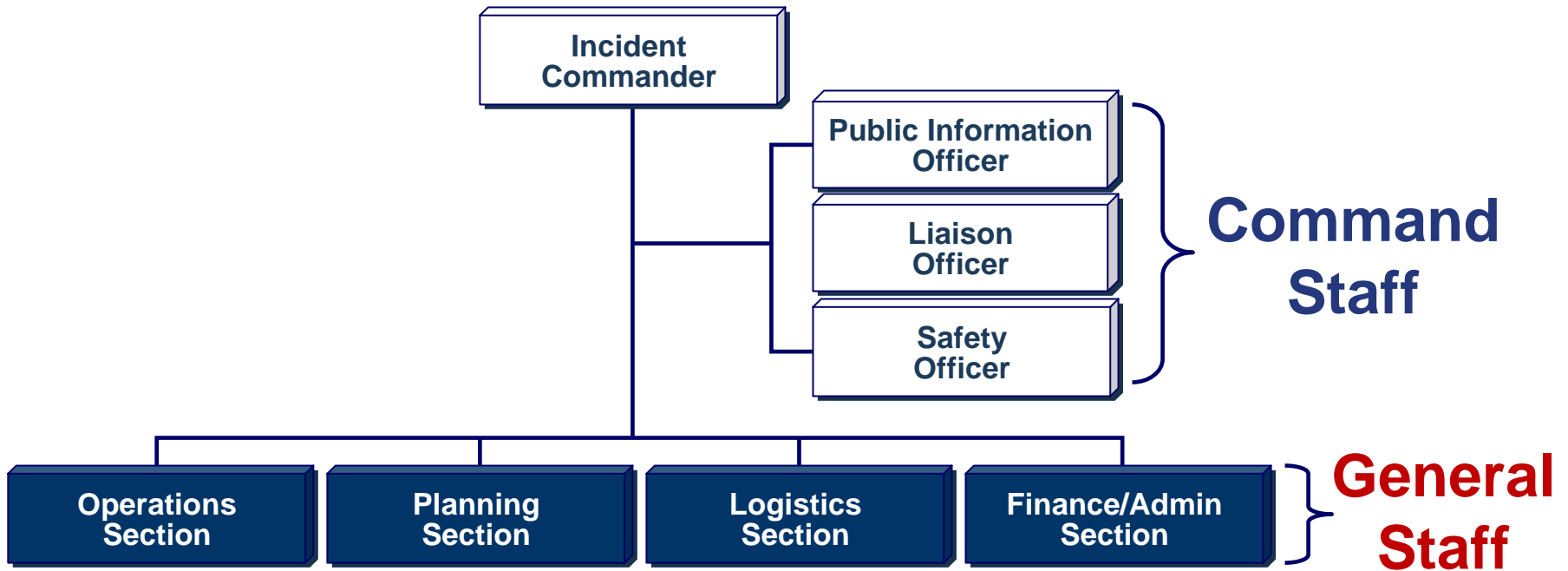
Expanding Incidents

⑩ Expanding incidents may add supervisory layers to the organizational structure as needed.



General Staff

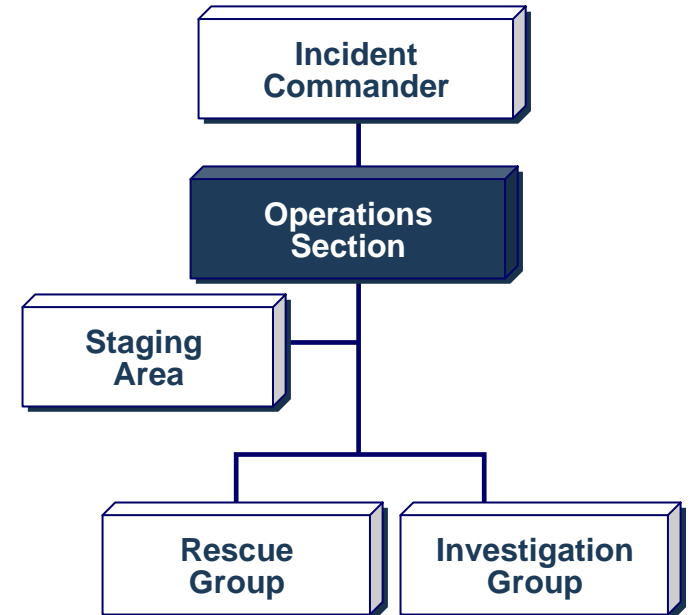
⑩ This unit focuses on the role of the **General Staff** in the ICS organizational structure.



Operations Section

The Operations Section:

- **Directs and coordinates all incident tactical operations.**
- **Is typically one of the first organizations to be assigned to the incident.**
- **Expands from the bottom up.**
- **Has the most incident resources.**
- **May have Staging Areas and special organizations.**



Maintaining Span of Control

⑩ The following supervisory levels can be added to help manage span of control:

Divisions

Divide an incident geographically.

Groups

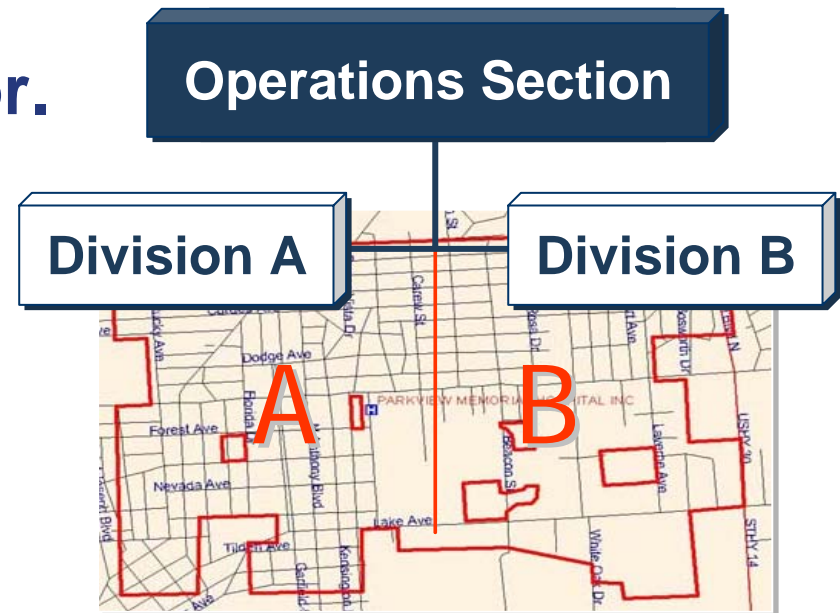
Describe functional areas of operation.

Branches

Are used when the number of Divisions or Groups exceeds the span of control. Can be either geographical or functional.

Operations Section: Divisions

- Divided geographically based on the needs of the incident.
- Labeled using alphabet characters (A, B, C, etc.).
- Managed by a Supervisor.



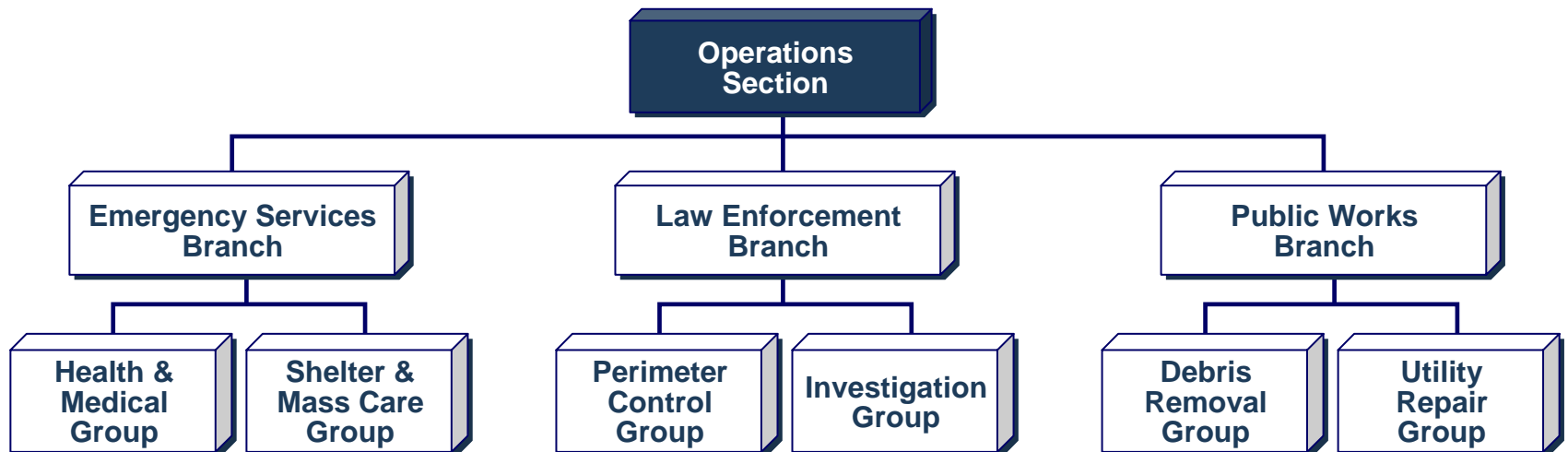
Operations Section: Groups

- Established based on the needs of an incident.
- Labeled according to the job that they are assigned.
- Managed by a Supervisor.
- Work wherever their assigned task is needed and are not limited geographically.

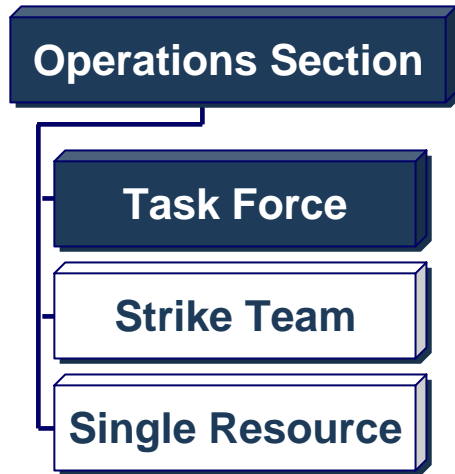


Operations Section: Branches

- Established if the number of Divisions or Groups exceeds the span of control.
- Have functional or geographical responsibility for major parts of incident operations.
- Identified by Roman numerals or functional name.
- Managed by a Branch Director.



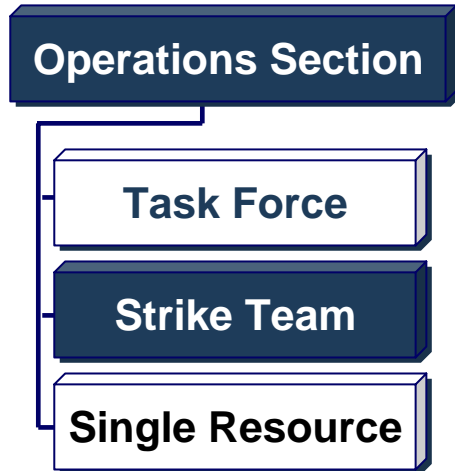
Operations Section: Task Forces



Task Forces are a combination of mixed resources with common communications operating under the direct supervision of a Task Force Leader.



Operations Section: Strike Teams



Strike Teams are a set number of resources of the same kind and type with common communications operating under the direct supervision of a Strike Team Leader.



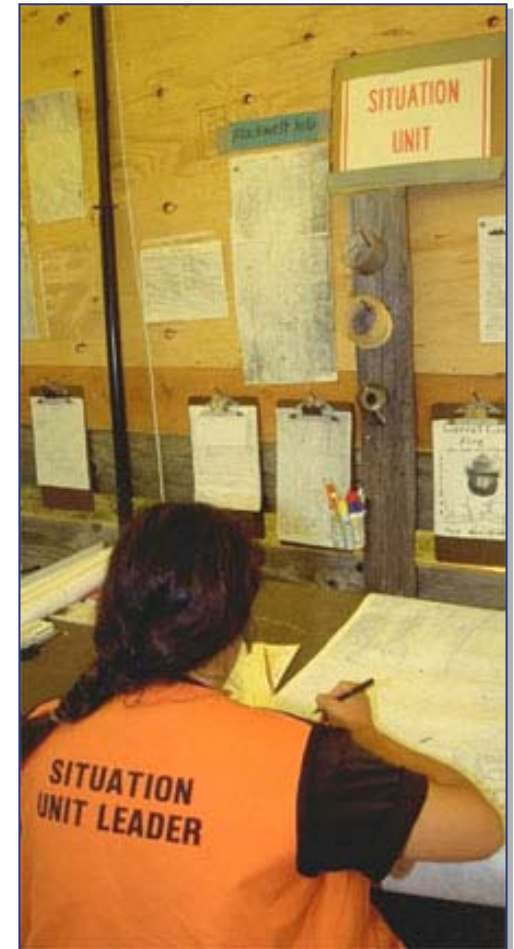
Operations Section: Single Resources



- ⑩ Single Resources may be:
- Individuals.
 - A piece of equipment and its personnel complement.
 - A crew or team of individuals with an identified supervisor.

Planning Section

- Maintains resource status.
- Maintains and displays situation status.
- Prepares the Incident Action Plan.
- Develops alternative strategies.
- Provides documentation services.
- Prepares the Demobilization Plan.
- Provides a primary location for Technical Specialists assigned to an incident.



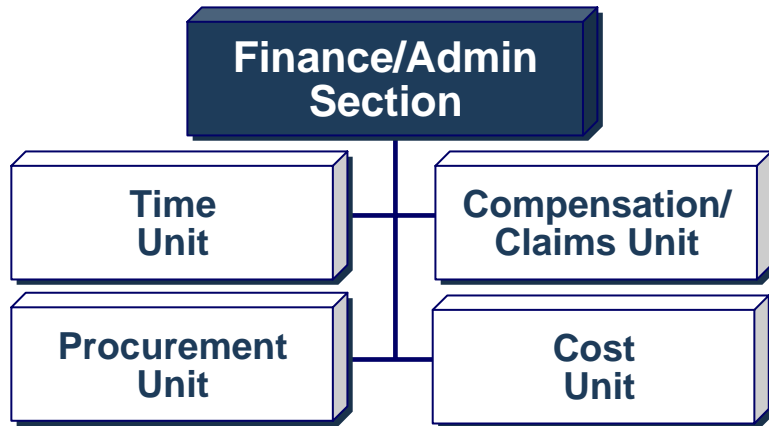
Logistics Section

⑩ Responsible for:

- **Communications.**
- **Medical support to incident personnel.**
- **Food for incident personnel.**
- **Supplies.**
- **Facilities.**
- **Ground support.**

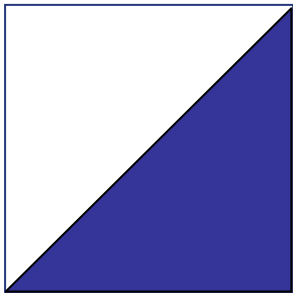


Finance/Administration Section



- **Contract negotiation and monitoring**
- **Timekeeping**
- **Cost analysis**
- **Compensation for injury or damage to property**

Incident Facilities: Incident Command Post

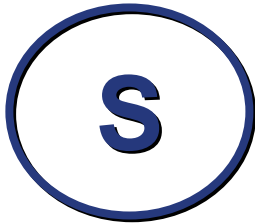


⑩ Incident Command Post (ICP):

- Is the location from which the Incident Commander oversees all incident operations.
- May change locations during the event.
- May be located in a vehicle, trailer, tent, or within a building.
- Should be positioned outside of the present and potential hazard zone but close enough to the incident to maintain command.

⑩ Every incident must have some form of an Incident Command Post.

Incident Facilities: Staging Area



Symbol

⑩ Staging Areas:

- Are temporary locations at an incident where available personnel and equipment are kept while waiting for tactical assignments. There may be more than one Staging Area at an incident.
- Should be located close enough to the incident for a timely response, but far enough away to be out of the immediate impact zone.
- May be collocated with the ICP, Bases, Camps, Helibases, or Helispots.

Incident Facilities: Base



Symbol

⑩ Base:

- Is the location from which primary logistics and administrative functions are coordinated and administered. There is only one Base per incident, and it is designated by the incident name.
- May be collocated with the Incident Command Post.
- Is established and managed by the Logistics Section. The resources in the Base are always out of service.

Incident Facilities: Camps

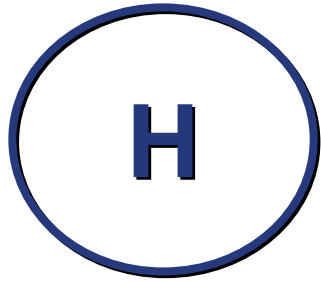


Symbol

⑩ Camps:

- Are where resources may be kept to support incident operations if a Base is not accessible. Multiple Camps may be used, but not all incidents will have Camps.
- Are temporary locations within the general incident area that are equipped and staffed to provide food, water, sleeping areas, and sanitary services.
- Are designated by geographic location or number.

Incident Facilities: Helibase/Helisports



Symbols

- A **Helibase** is the location from which helicopter-centered air operations are conducted. Helibases are generally used on a more long-term basis and include such services as fueling and maintenance.
- **Helispots** are more temporary locations at the incident, where helicopters can safely land and take off. Multiple Helispots may be used.



Dispatch/Deployment

- Only deploy to an incident when requested or when dispatched by an appropriate authority.
- Make sure that you receive a complete deployment briefing.



Deployment Briefing

- ✓ **Descriptive location and response area**
- ✓ **Incident check-in location**
- ✓ **Specific assignment (e.g., position, team designation, etc.)**
- ✓ **Reporting time**
- ✓ **Communications instructions (e.g., incident frequencies)**
- ✓ **Special support requirements (e.g., facilities, equipment transportation and off-loading, etc.)**
- ✓ **Travel arrangements (if needed)**

Check-In at the Incident: Procedures

⑩ Check in only once at an authorized location:

- At the Incident Command Post
- At the Base or Camp(s)
- At the Staging Areas
- At the helibase
- With the Division/Group Supervisor

⑩ Check-in information is usually recorded on ICS Form 211, Check-In List.



Initial Incident Briefing

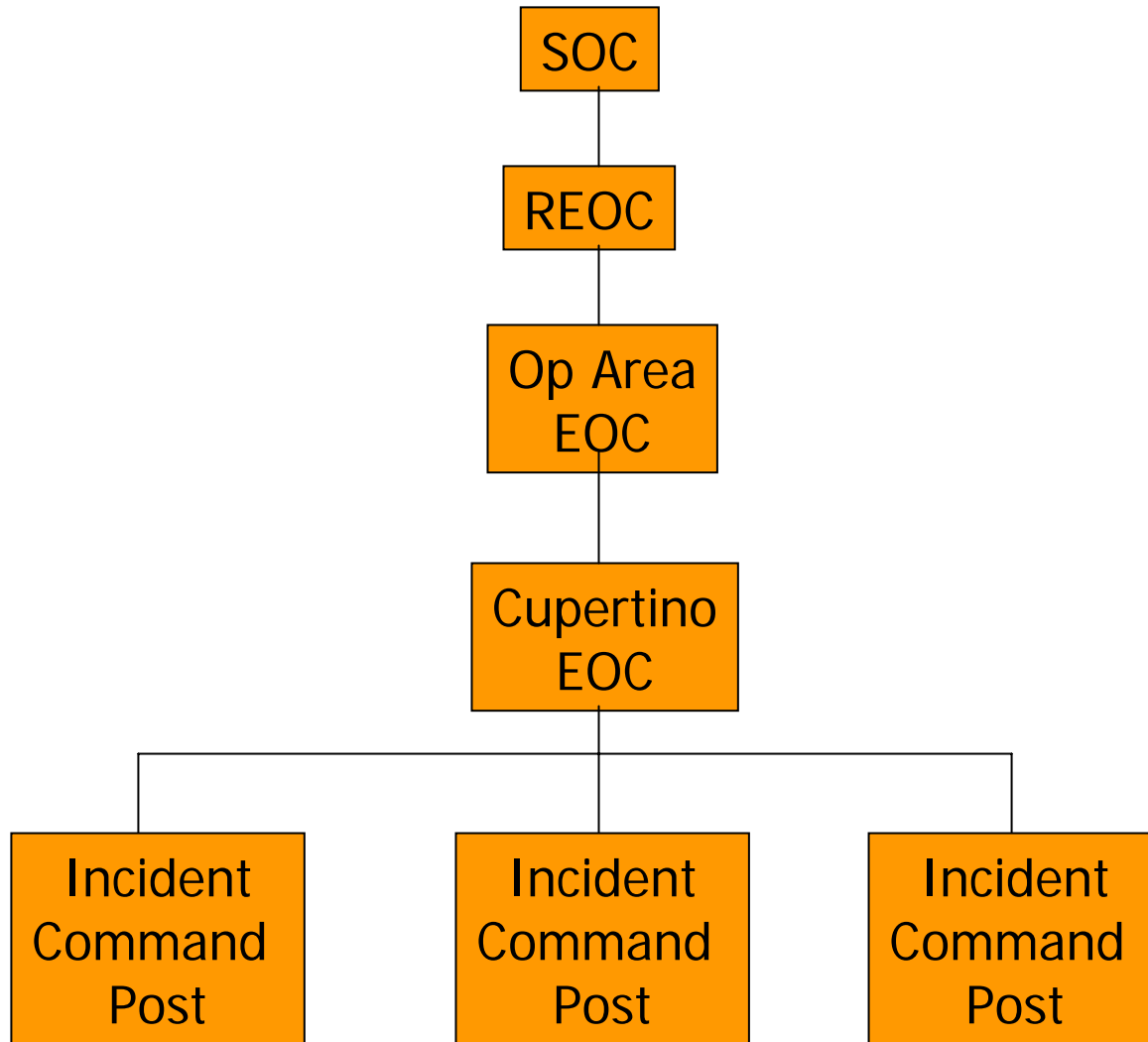
Make sure that you receive an initial incident briefing.

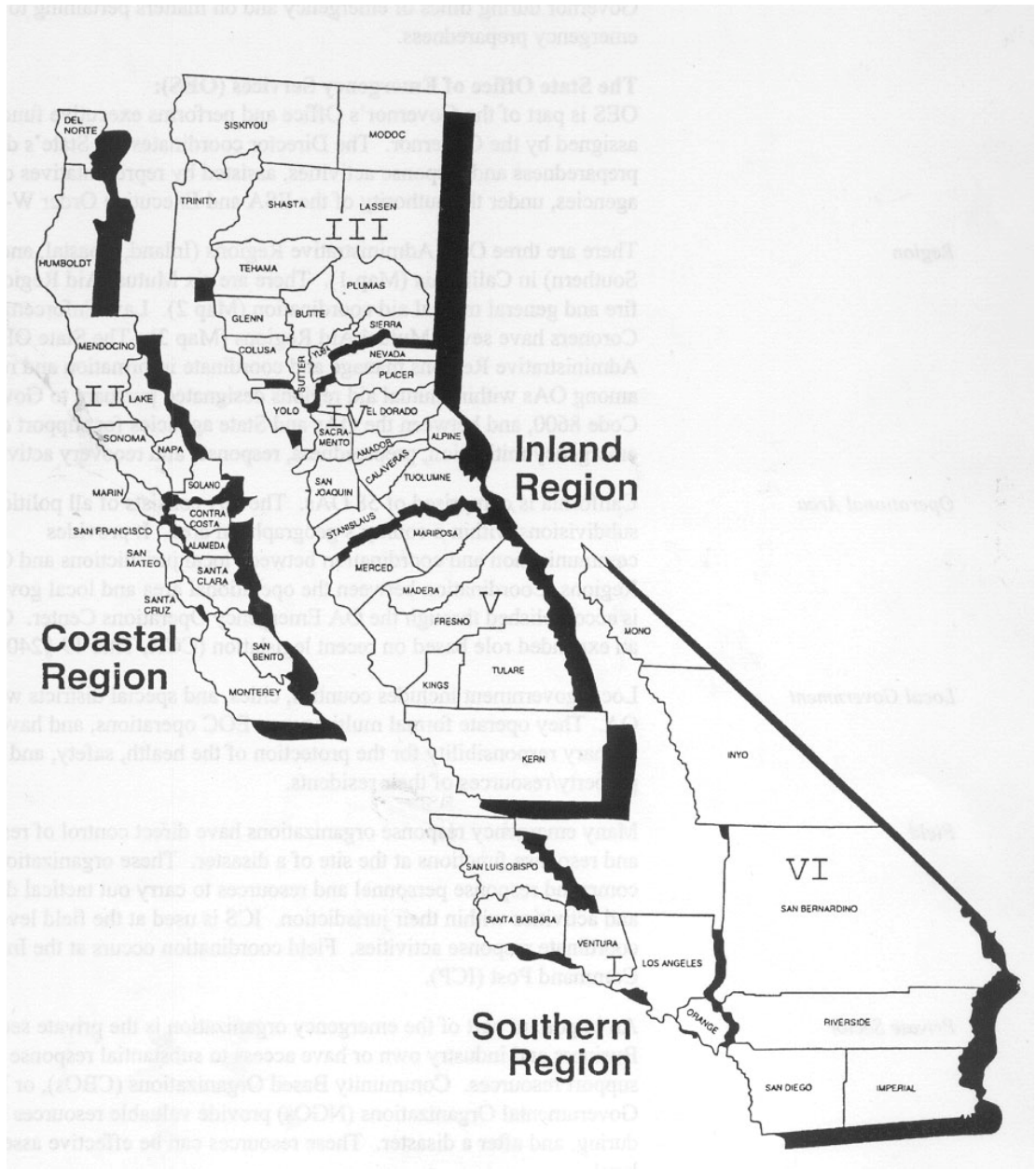
- ✓ **Current situation assessment and objectives**
- ✓ **Specific job responsibilities**
- ✓ **Location of work area**
- ✓ **Procedural instructions for obtaining additional resources**
- ✓ **Safety hazards and required safety procedures/Personal Protective Equipment (PPE), as appropriate**

EOC is a place

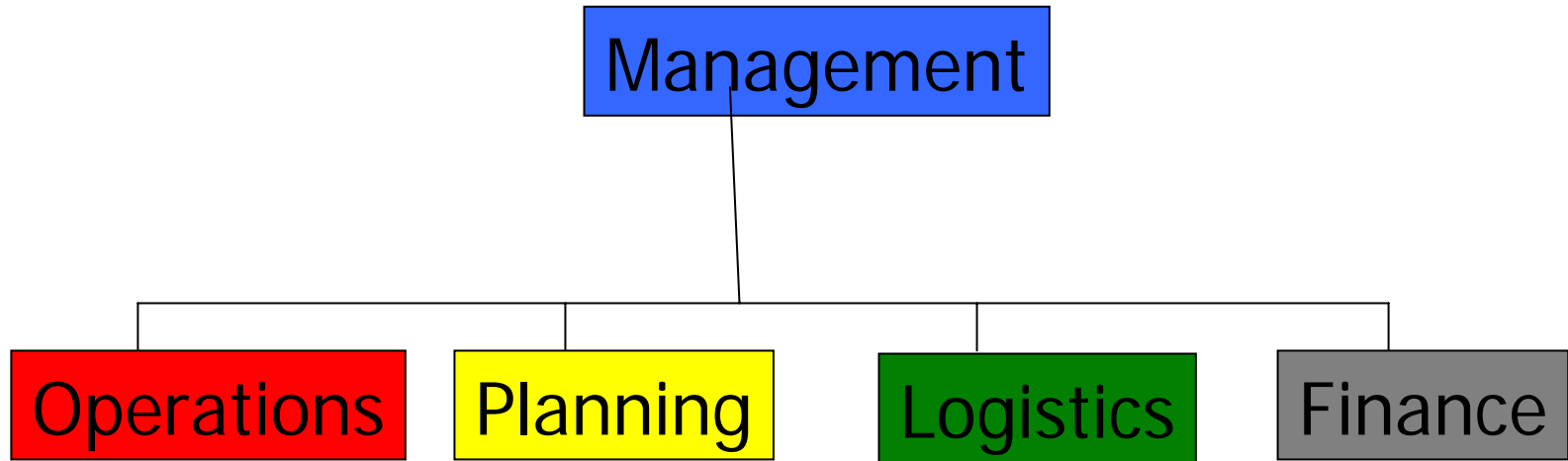
- ⑩ Where uncomfortable officials**
- ⑩ meet in unfamiliar surroundings**
- ⑩ to play unaccustomed roles,**
- ⑩ making unpopular decisions**
- ⑩ based on inadequate information,**
- ⑩ and in much too little time**

⑩ The primary role of an EOC is to provide strategic direction and support to the response organization at the emergency/incident site(s).

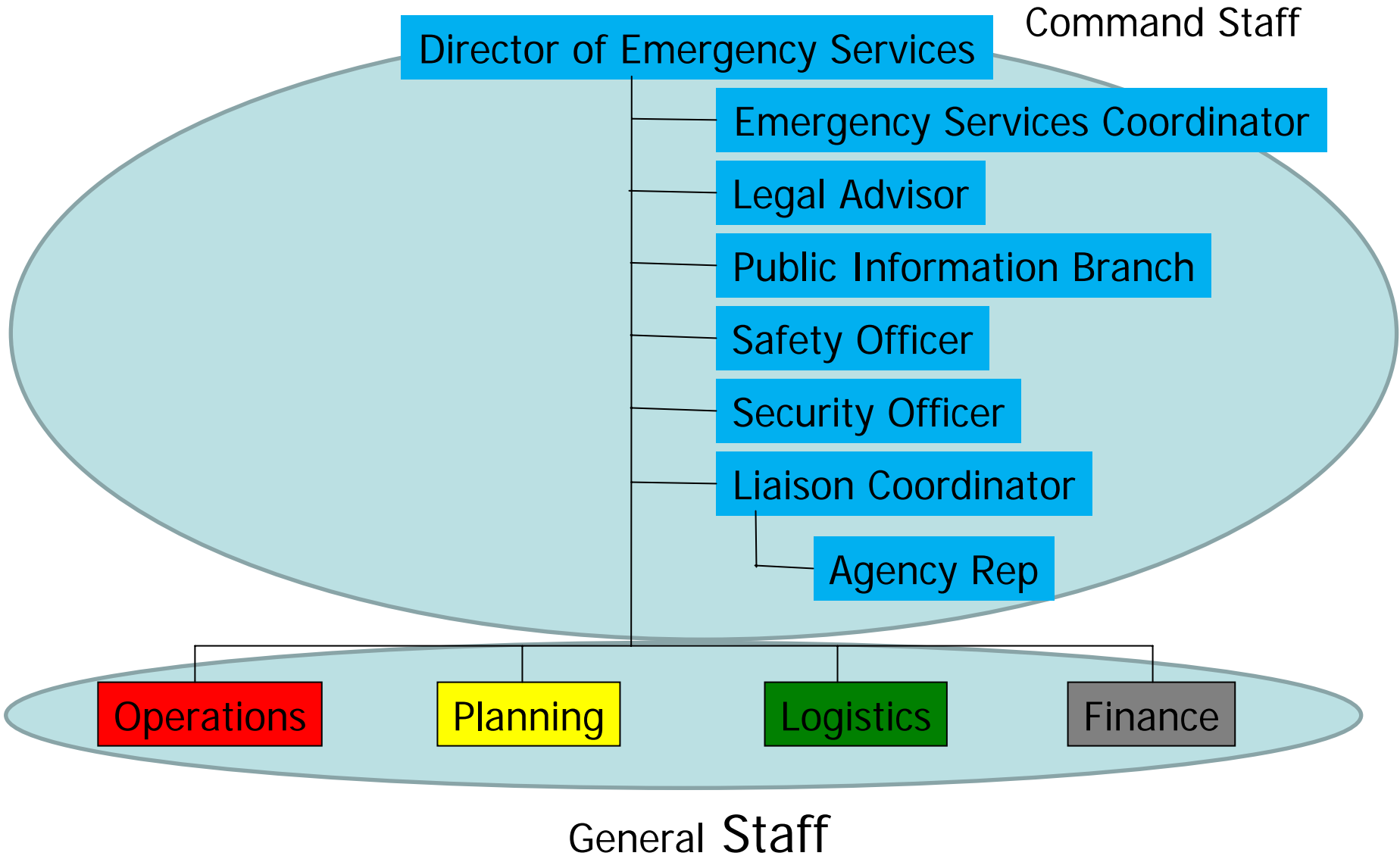




EOC Organization



MANAGEMENT



Operations

Fire & Rescue Branch

CERT.MRC Unit

EMS Unit

Law Enforcement Branch

Public Works Branch

Safety & Damage Assessment Unit

Utilities Unit

Care & Shelter Branch

American Red Cross Unit

Animal Control Unit

Schools Coordinator Unit

Planning/Intelligence Section

Situation Analysis Branch

CARES Unit

Documentation Branch

RIMS Unit

Recovery Planning Branch

Logistics Section

Communications Branch

Information Technology Branch

Personnel Branch

Volunteer Coordination Unit

Resources Branch

Donations Management Unit

Facilities Branch

Supply Branch

Transportation Branch

Finance Section

Compensation/Claims Branch

Cost Unit

Time Keeping Unit